

## AGENCY PERFORMANCE PLAN FY 2017

<b>Name of Agency:</b> Office of the Chief Information Officer			
<b>Agency Mission:</b> To provide high-quality, customer-focused information technology services and business solutions to government and to citizens.			
Core Function	Performance Measure (Outcome)	Performance Target(s)	Link to Strategic Plan Goal(s)
<b>70 - Information Security</b>  SPA 185_67100 Information Security	SPA Measure 185_67100_001	Average OCIO host vulnerability score as measured by Information Security Office for current systems = 3,195	
	SPA Measure 185_67100_002	100% of State employees receiving security awareness training	
<b>41 – Network Services</b>  SPA 185_67200 Networking	SPA Measure 185_67200_001	99% uptime for core network	
<b>45 – Infrastructure Architecture</b>  SPA 185_67300	SPA Measure 185_67300_001	3 disaster recovery desktop drills performed annually	
<b>50 – Print</b>  SPA 185_67400 Enterprise Print Shop	SPA Measure 185_67400_001	99% of print jobs delivered on time	
<b>12 – IT Business Office</b>  SPA 185_67500 Business Services	SPA Measure 185_67500_001	4 new IT services delivered	
<b>24 – Web Services</b>  SPA 185_67700 Web Services	SPA Measure 185_67700_001	99% uptime for websites	
<b>60 – PMO</b>  SPA 185_67300 Project Management	SPA Measure 185_67300_003	75% of projects within 10% of budget estimates	
	SPA Measure 185_67300_001	75% of projects within 10% of schedule estimates	